APPROVED O.G. FIG. 1b
CLASS SUBCLASS
DRAFTSMAN 379 88.22

6728345

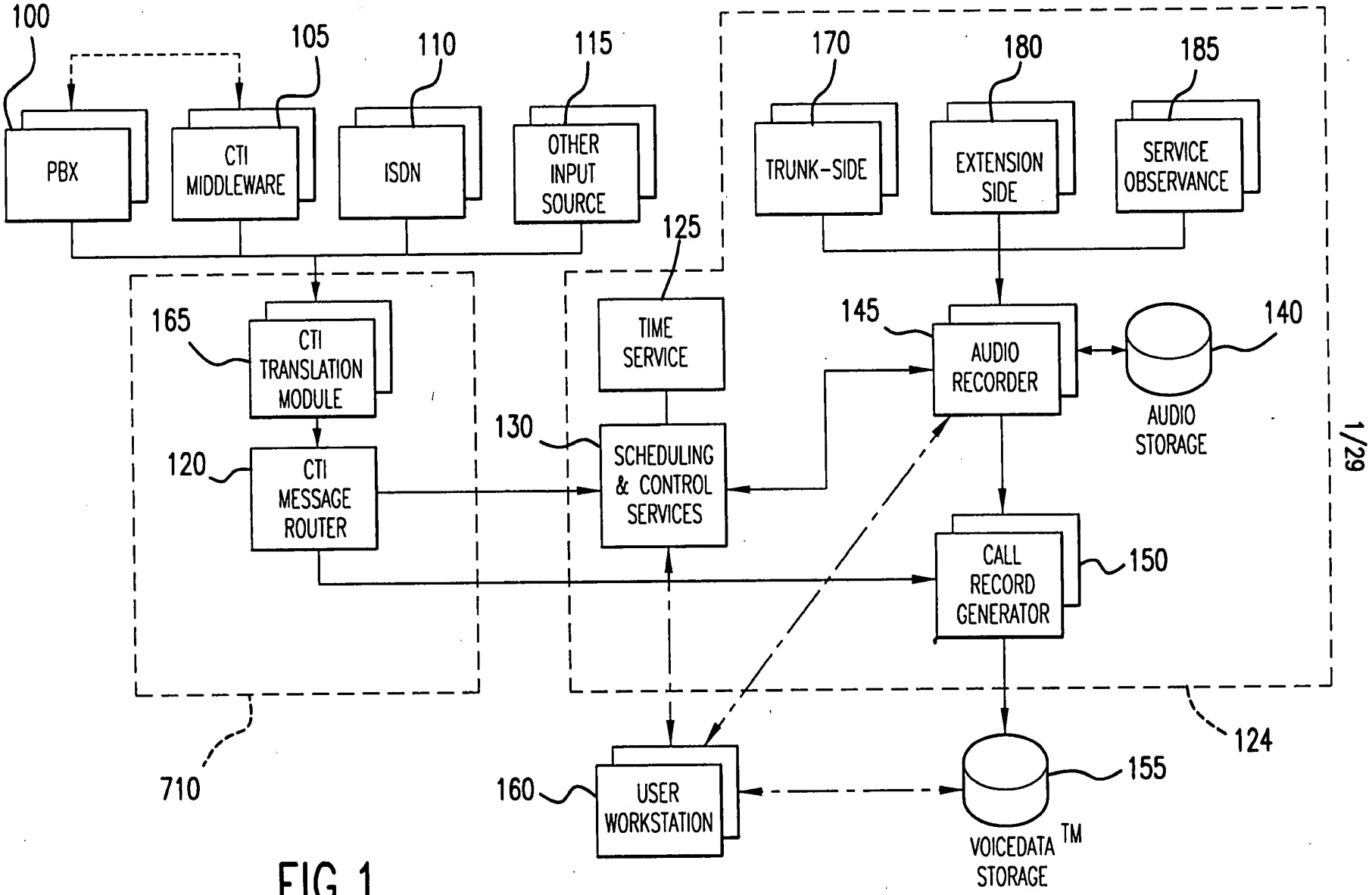

FIG.1

APPROVED
O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

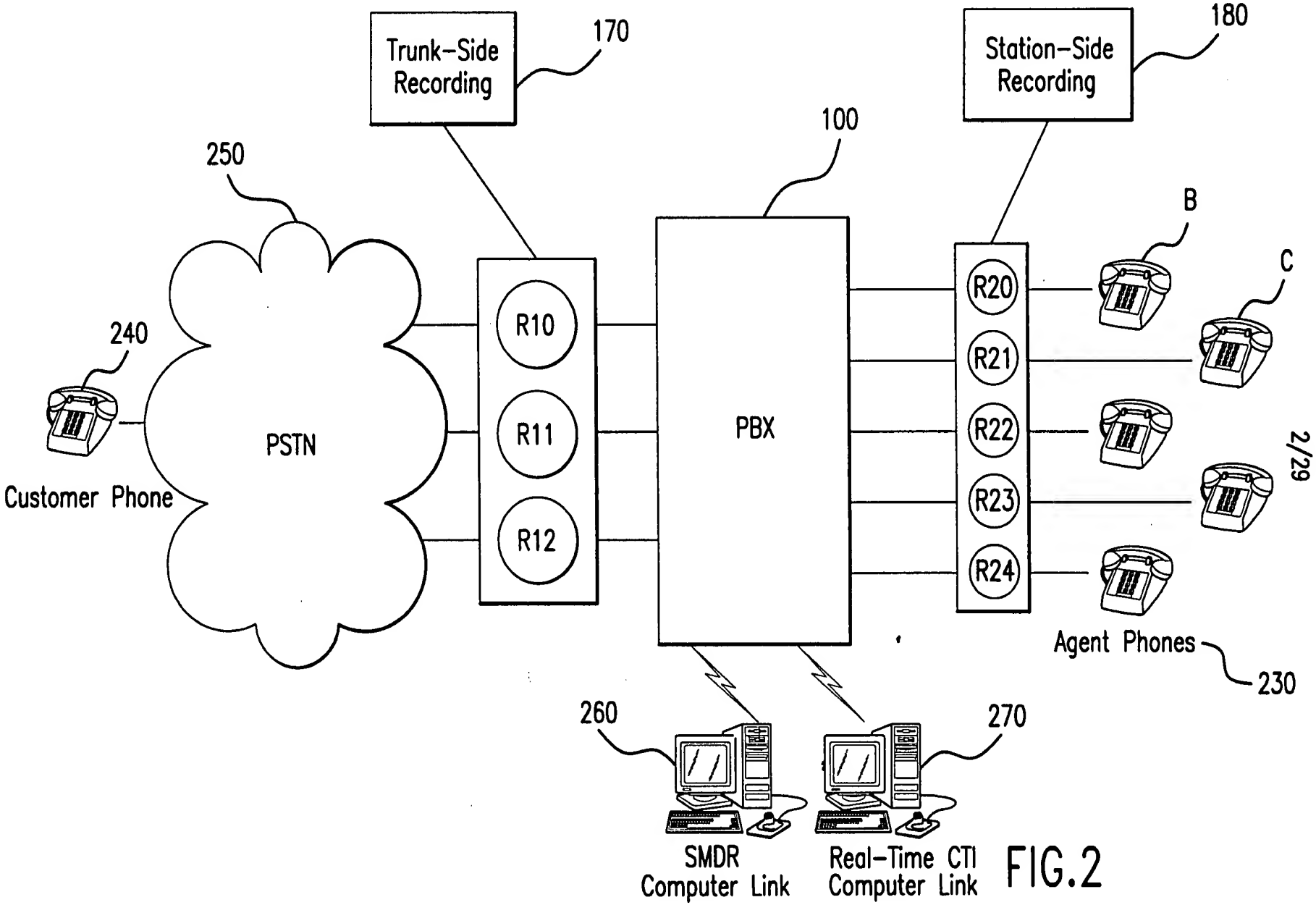

FIG.2

APPROVED O.G. FIG.
BY
DRAFTSMAN
CLASS SUBCLASS

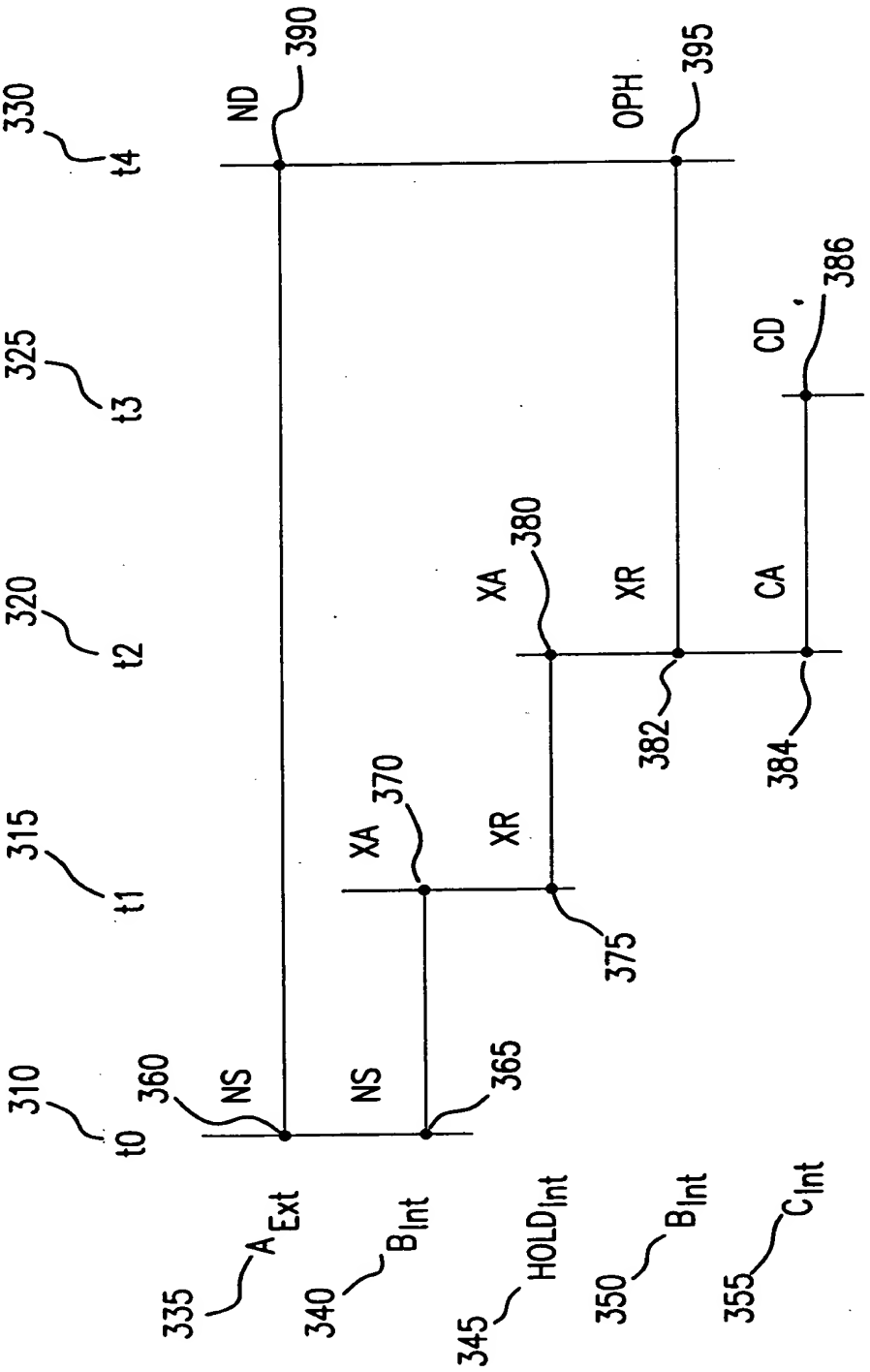

FIG.3

APPROVED O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

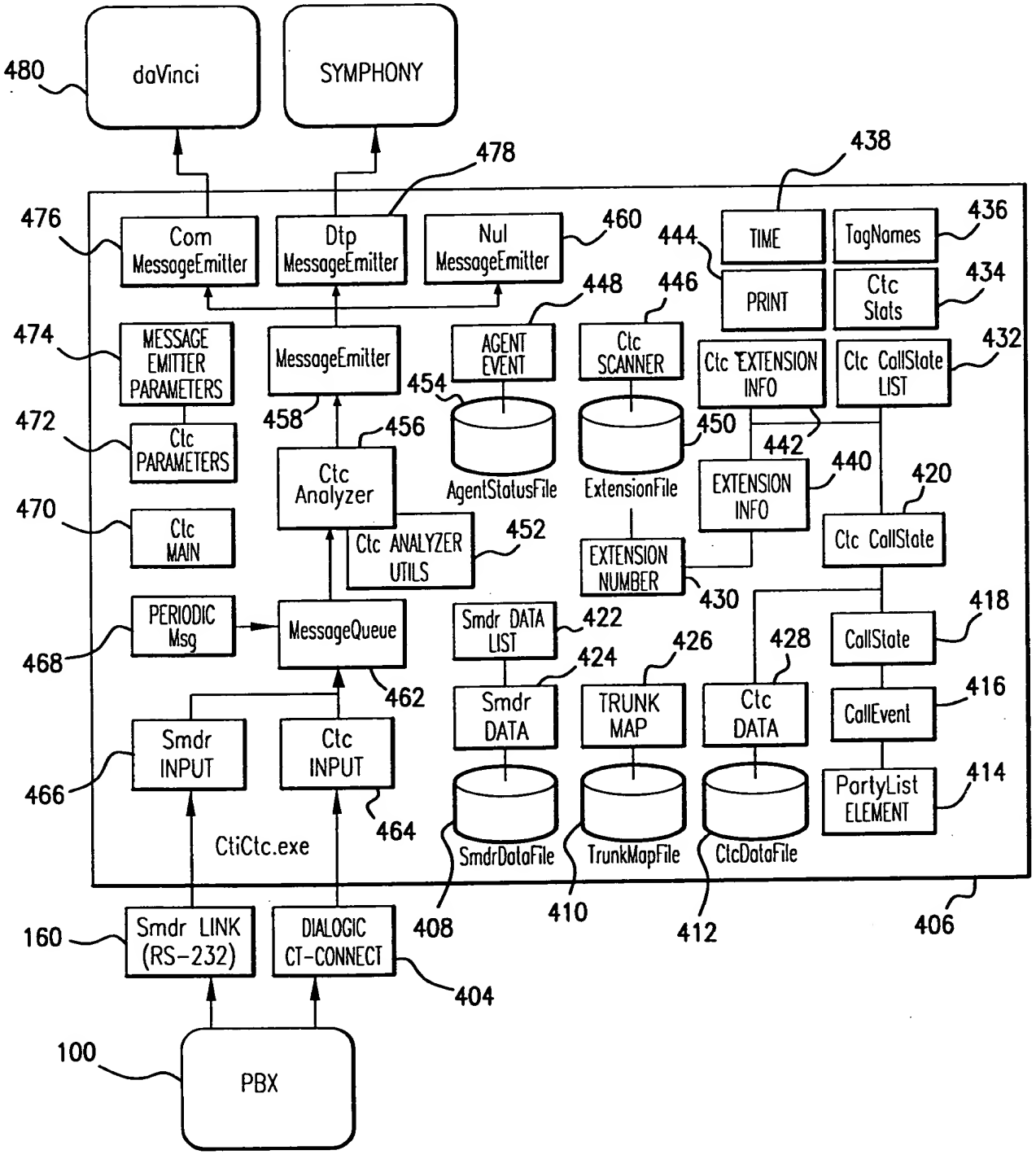

FIG.4

APPROVED O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

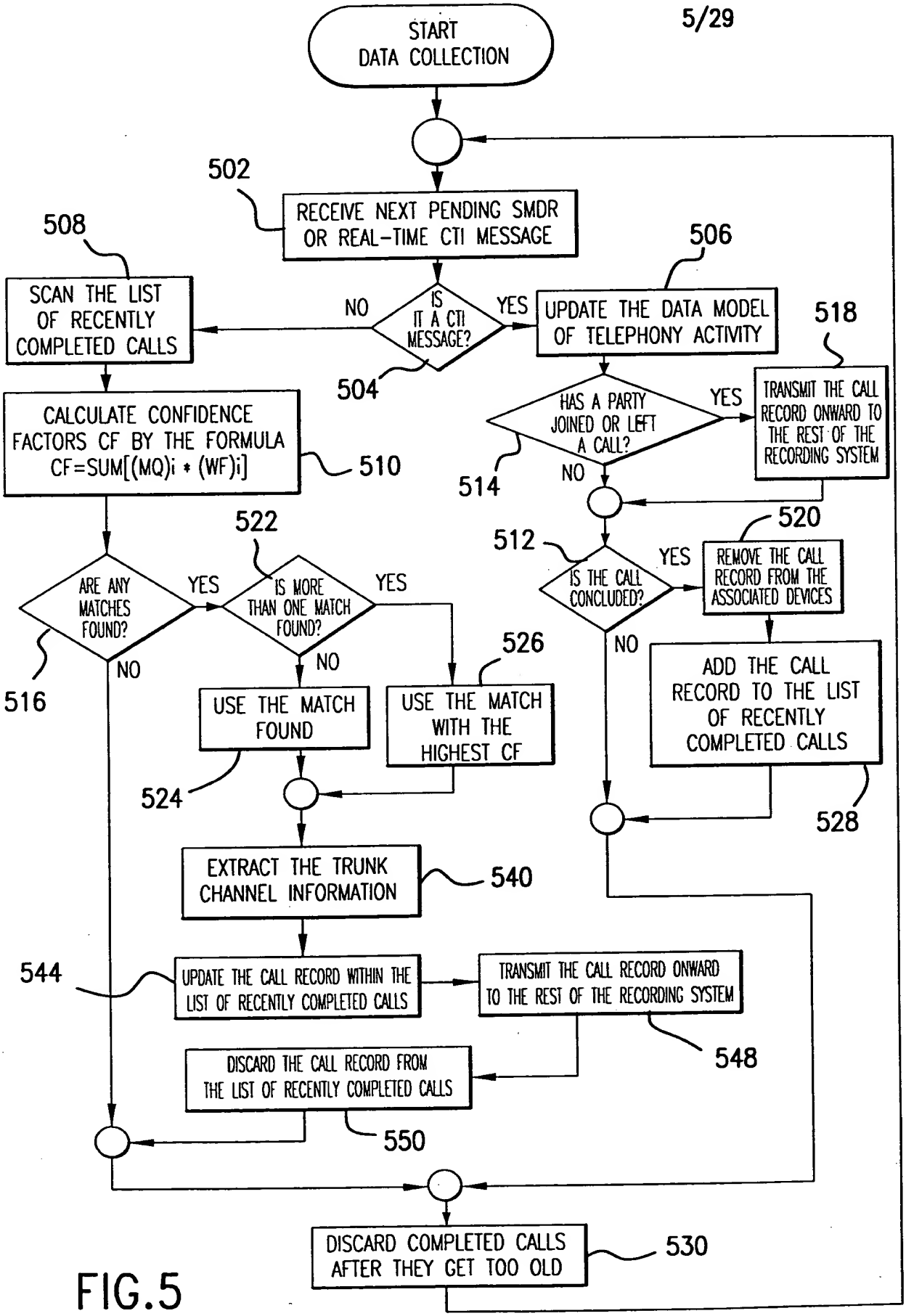

FIG.5

APPROVED O.G. FIG.
BY
DRAFTSMAN

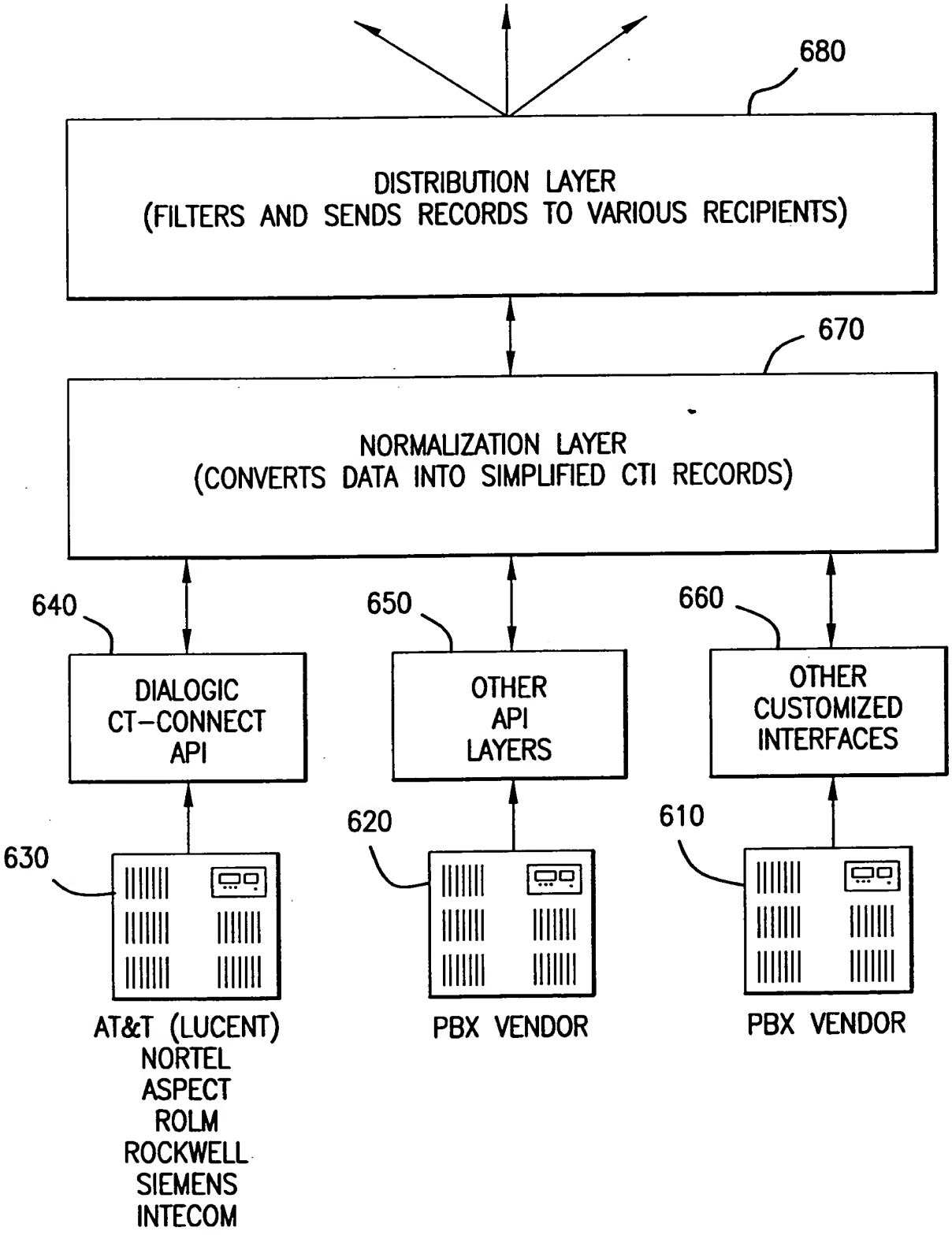

FIG.6

APPROVED O.G. FIG.
BY
CLASS SUBCLASS
DRAFTSMAN

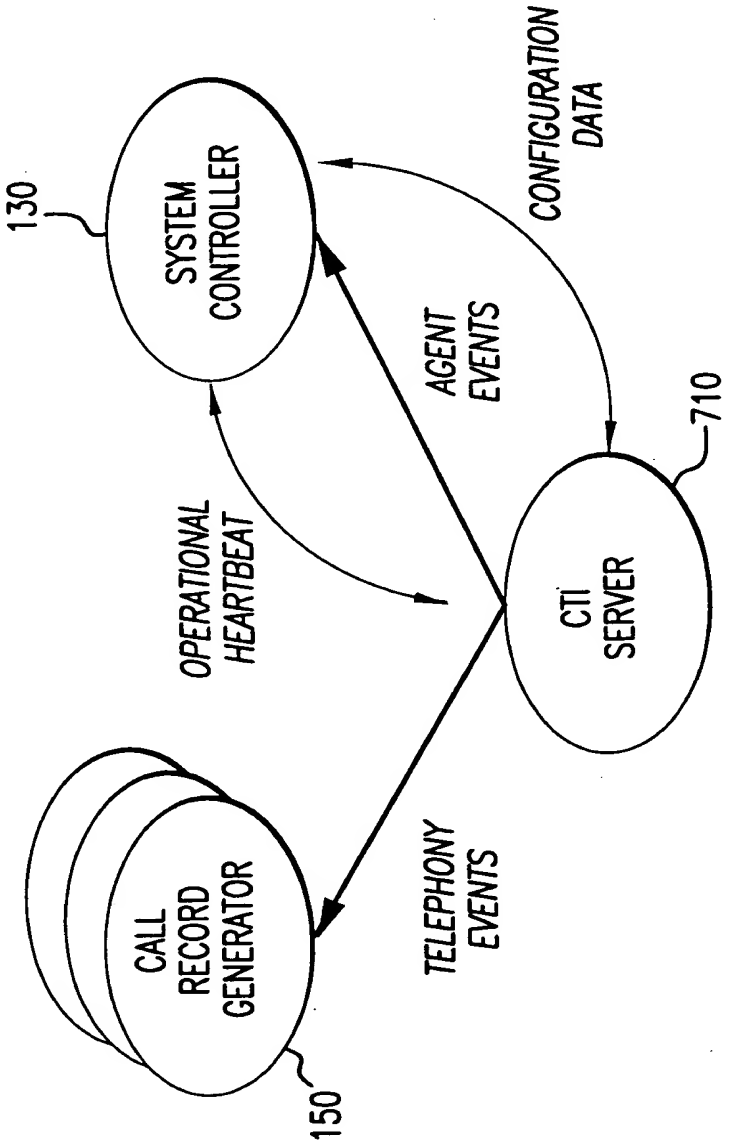

FIG.7

APPROVED O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

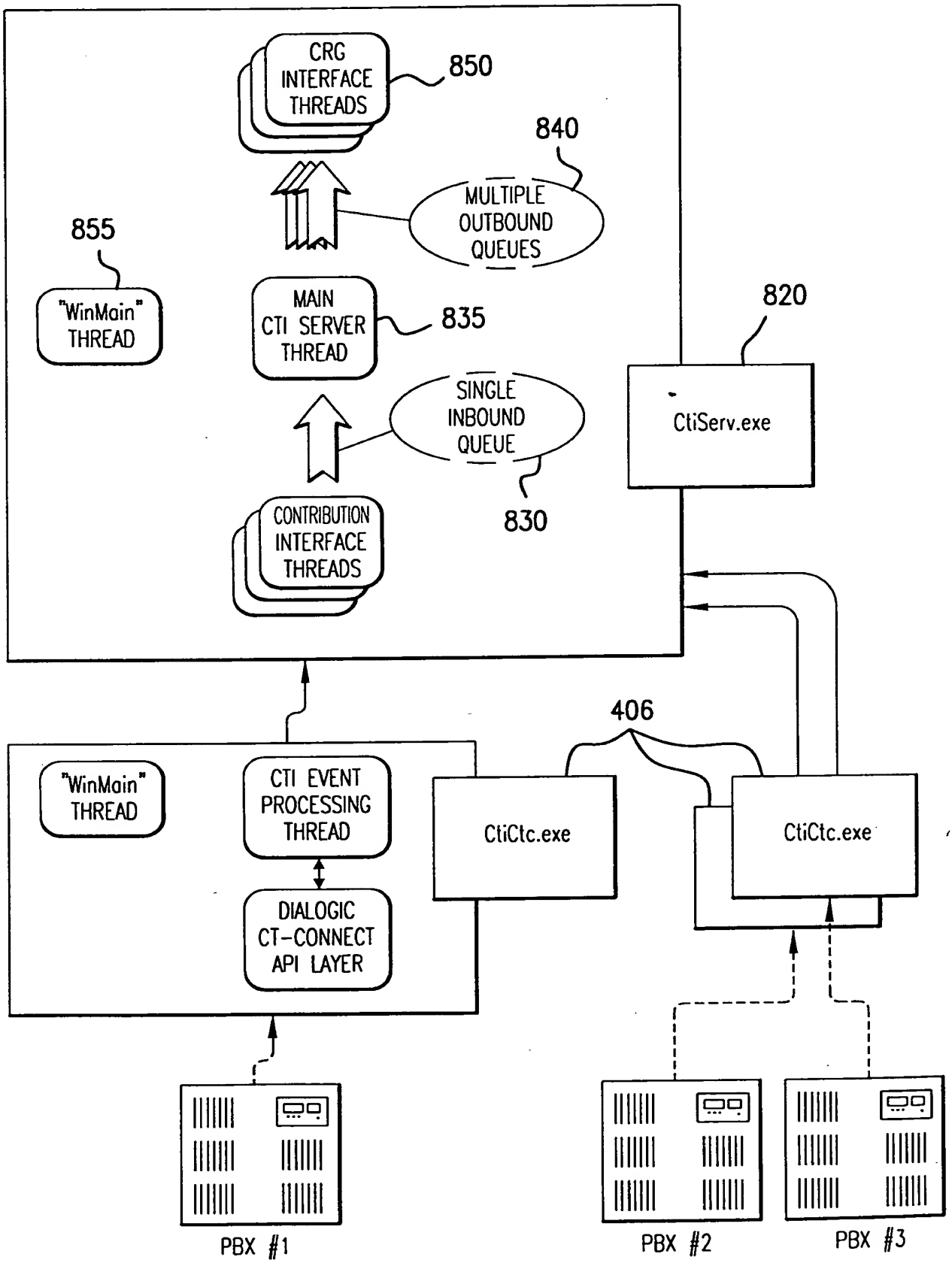

FIG.8

APPROVED O.G. FIG.
BY CLASS SUBCLASS
DRAFTSMAN

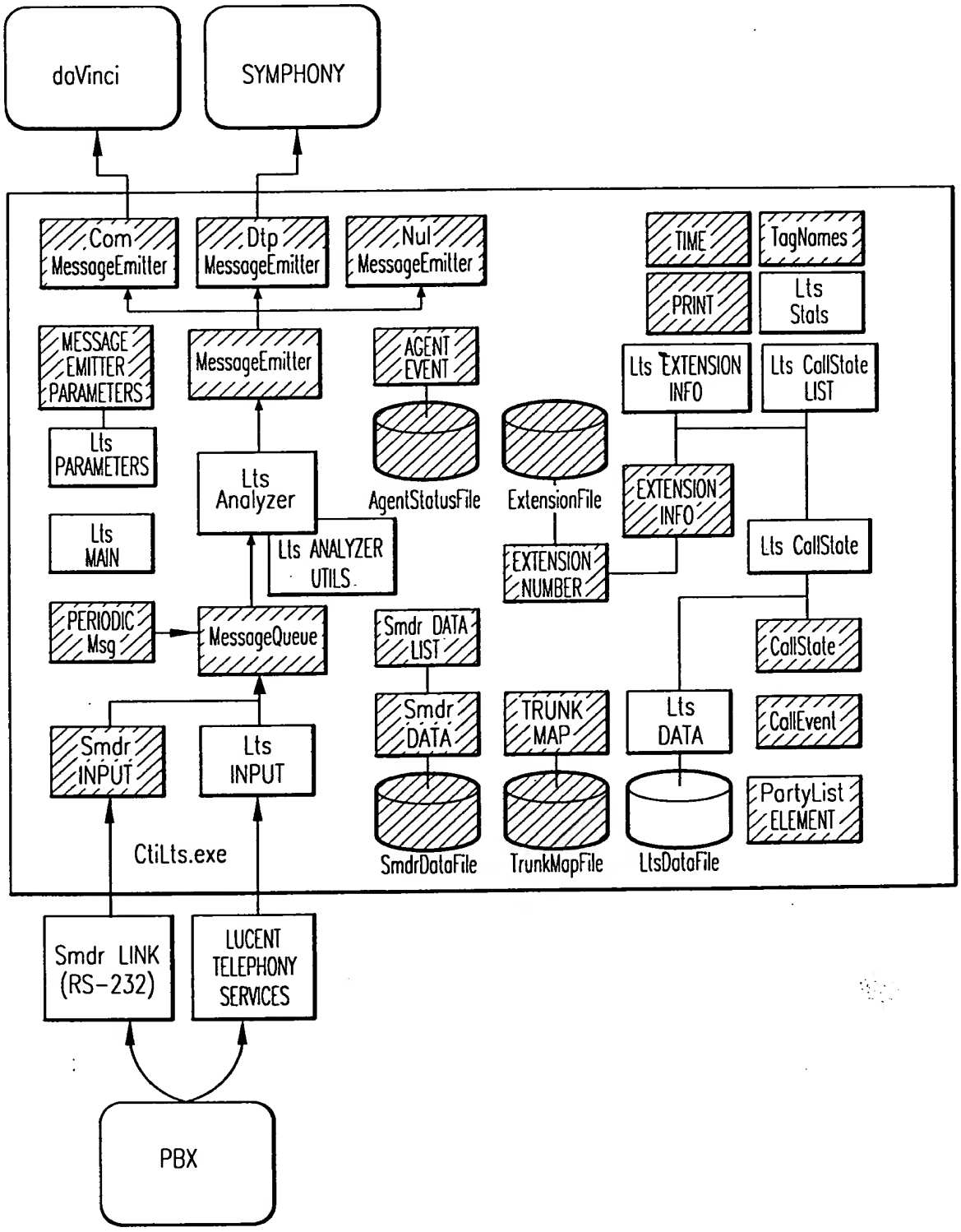

FIG.9

APPROVED O.G. FIG. CLASS SUB.

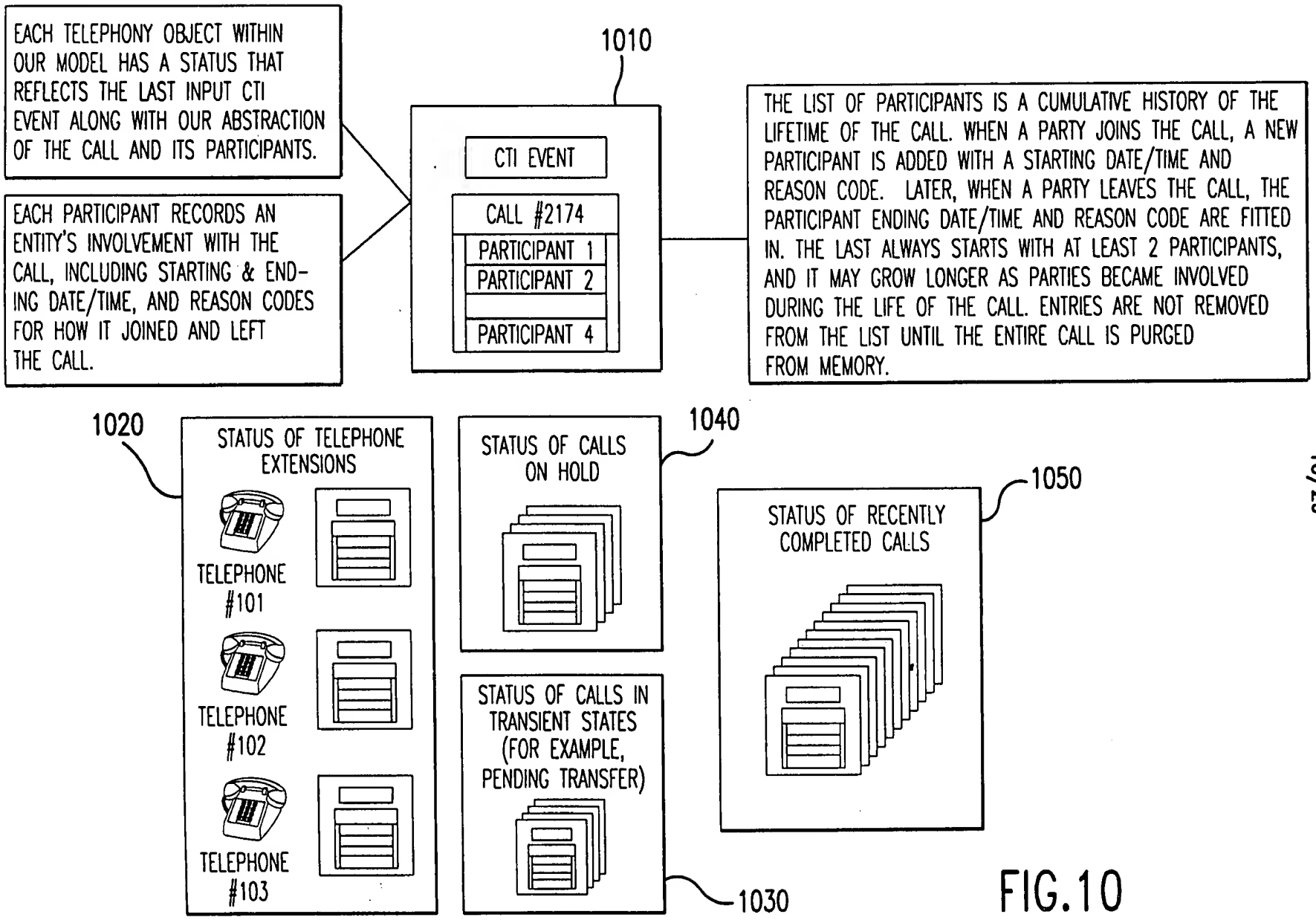

FIG.10

APPROVED O.G. FIG.
BY CLASS SUBCL.
DRAFTSMAN

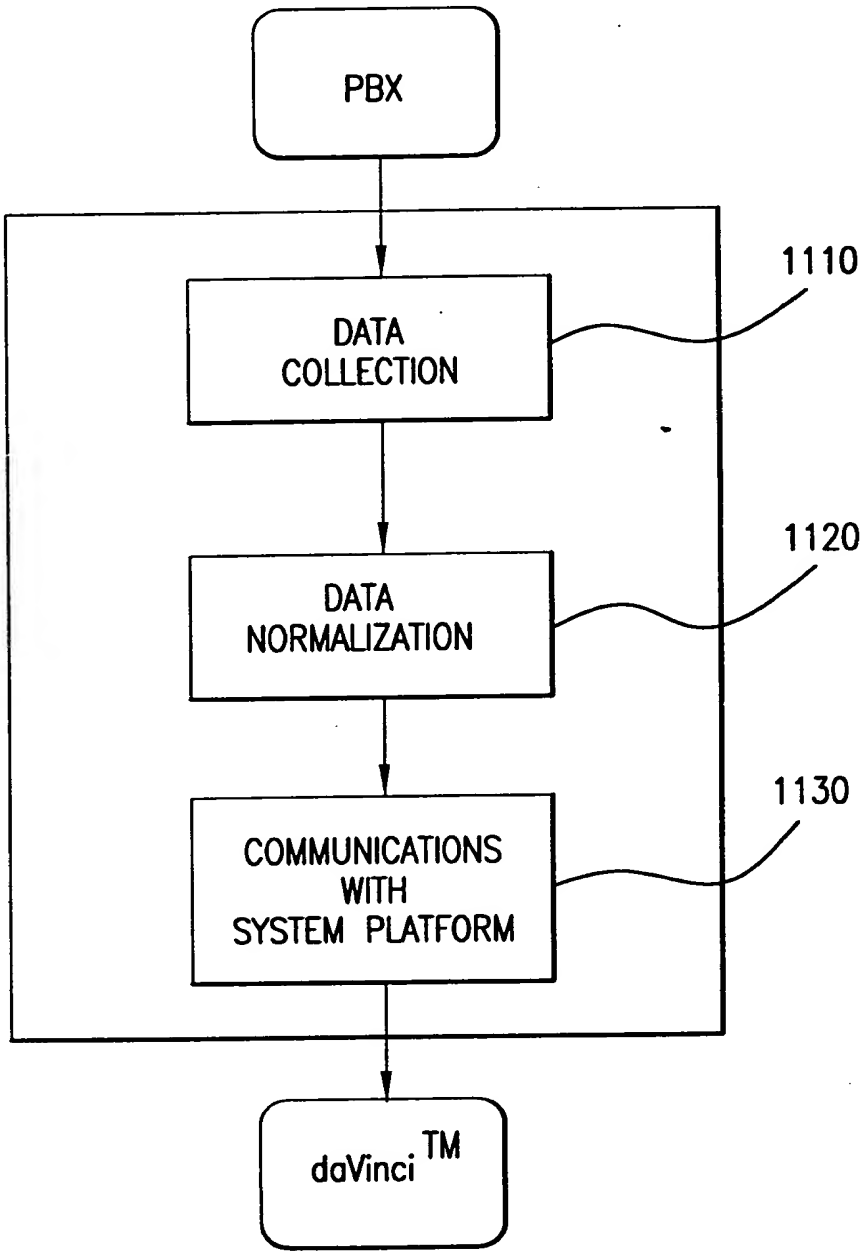

FIG.11

APPROVED O.G. FIG.
CLASS SUBCLASS
BY
DRAFTSMAN

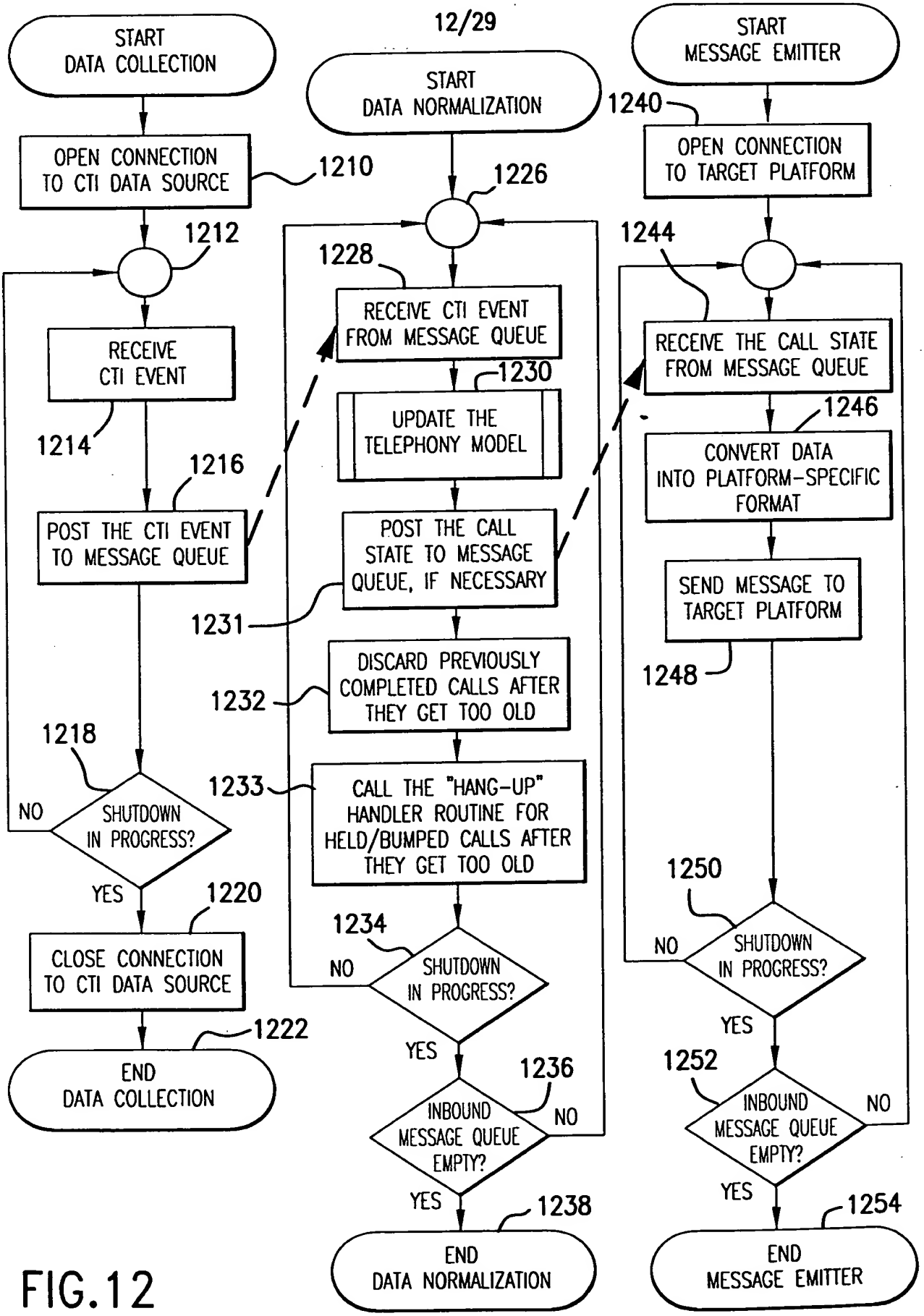

FIG.12

APPROVED O.G. FIG.
BY
DRAFTSMAN

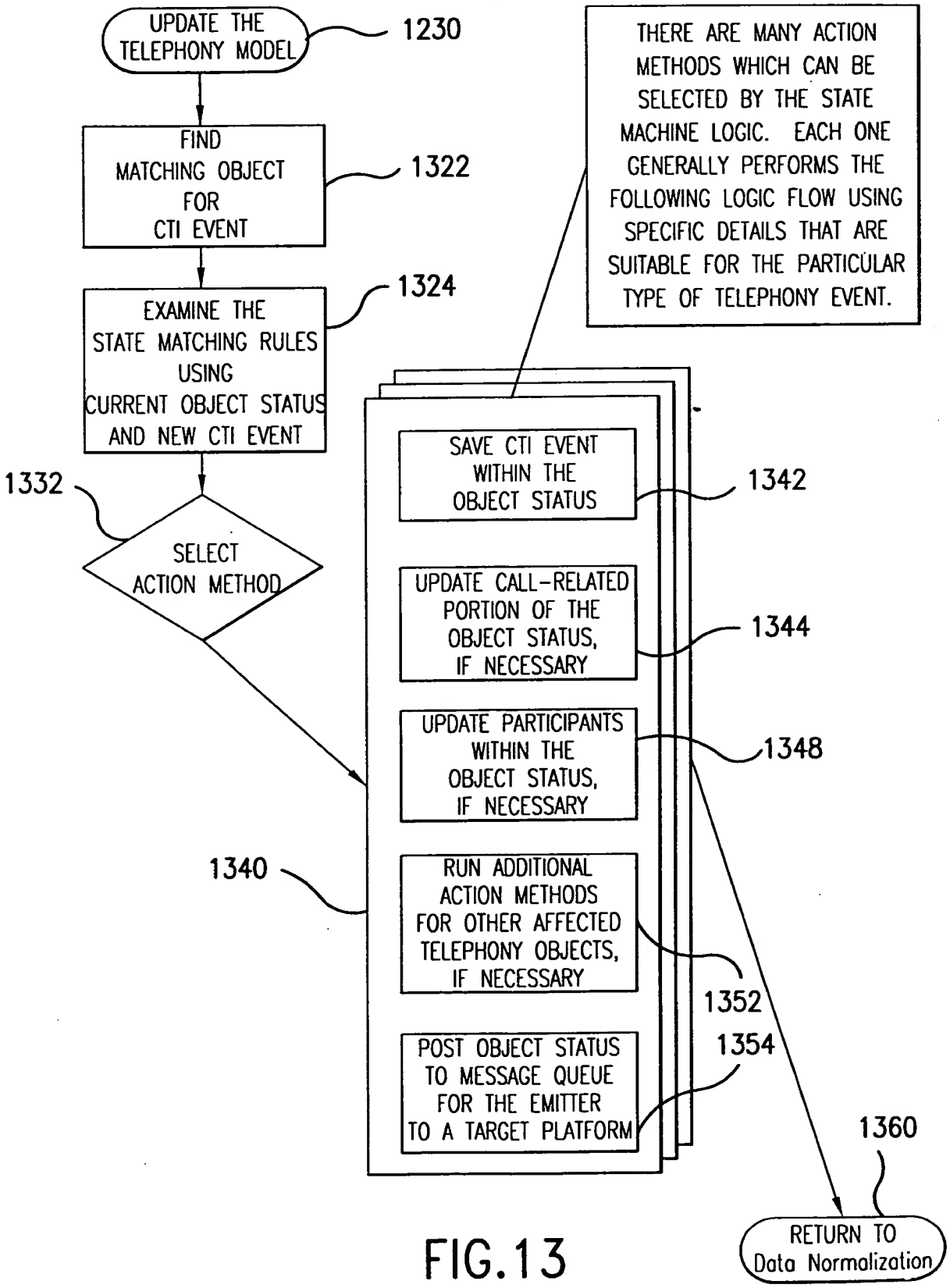

FIG.13

APPROVED O.G. FIG.
BY CLASS SUBCLASS
DRAFTSMAN

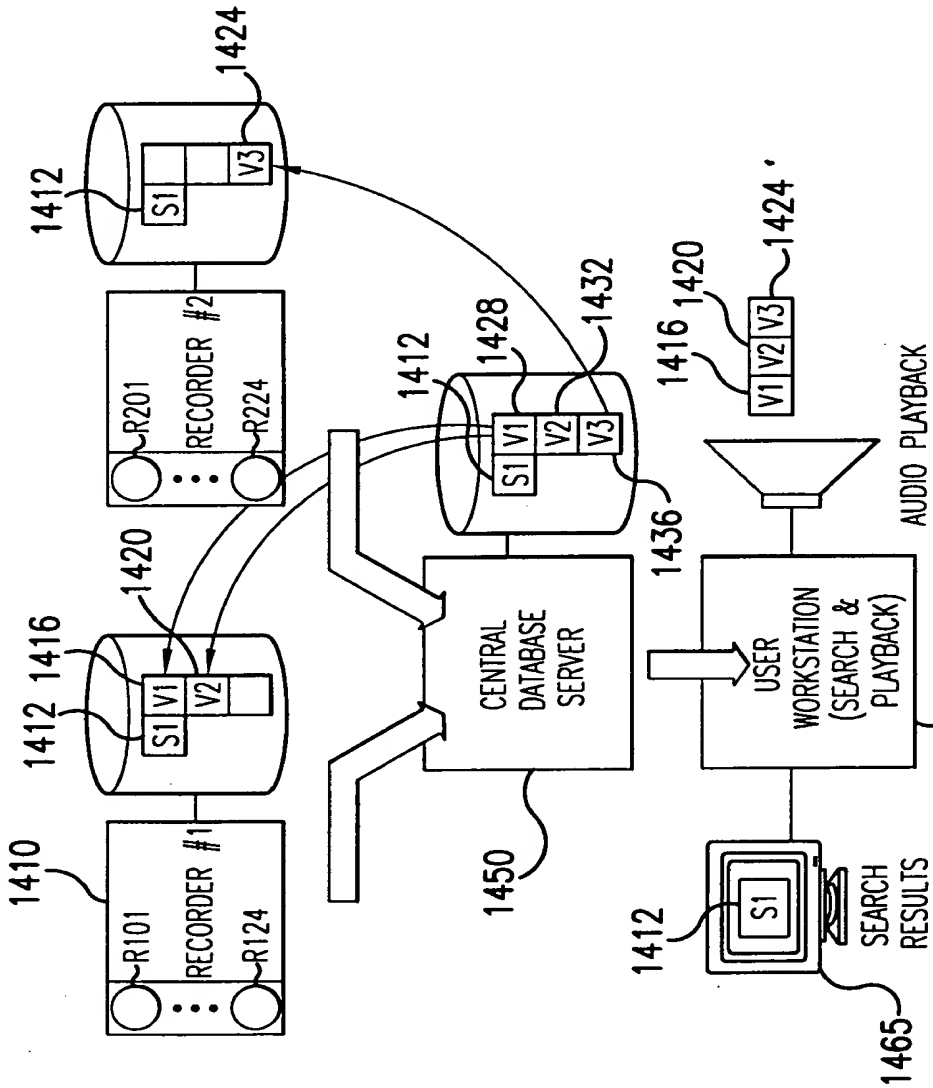

FIG. 14

APPROVED O.G. FIG.

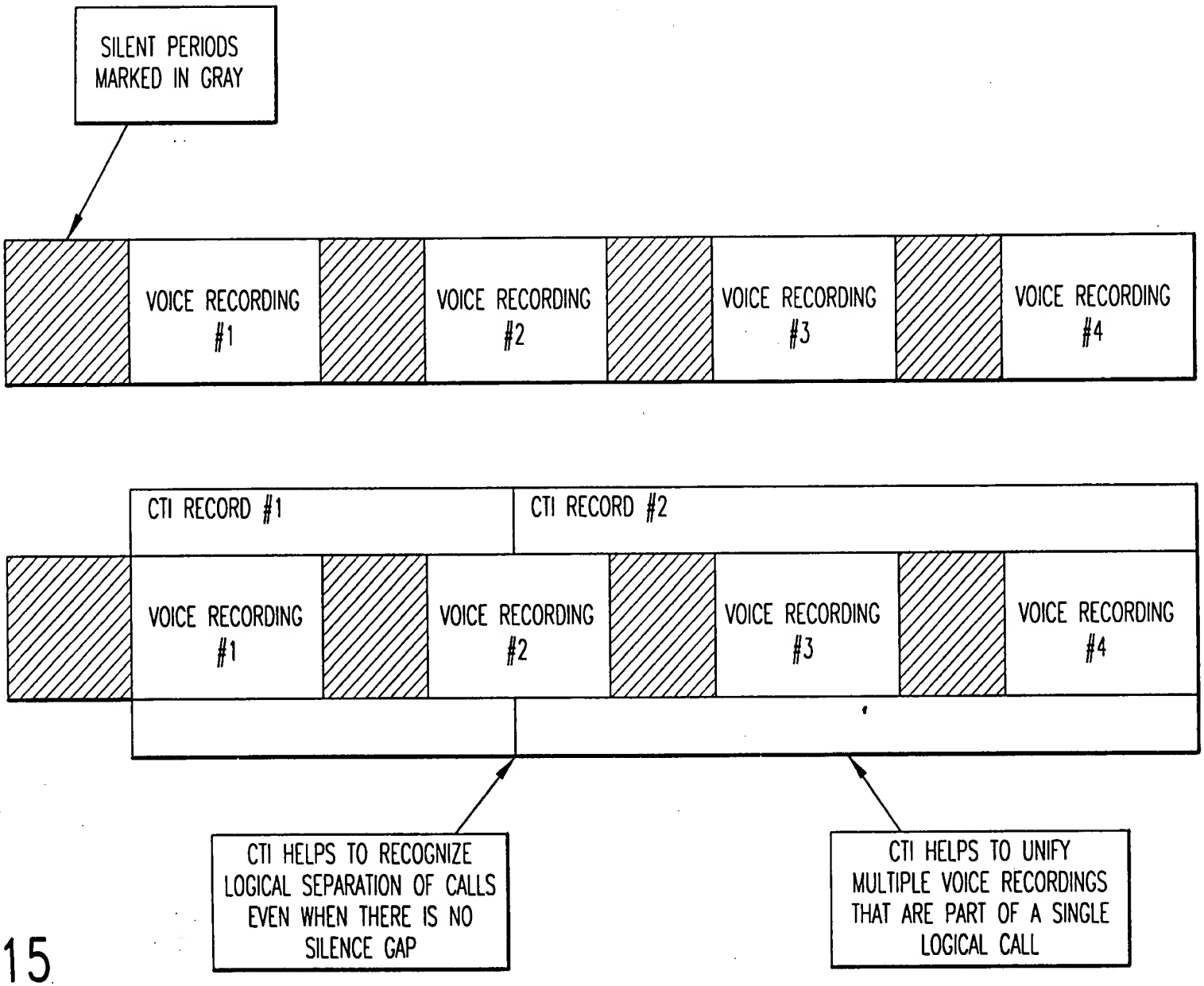

FIG.15

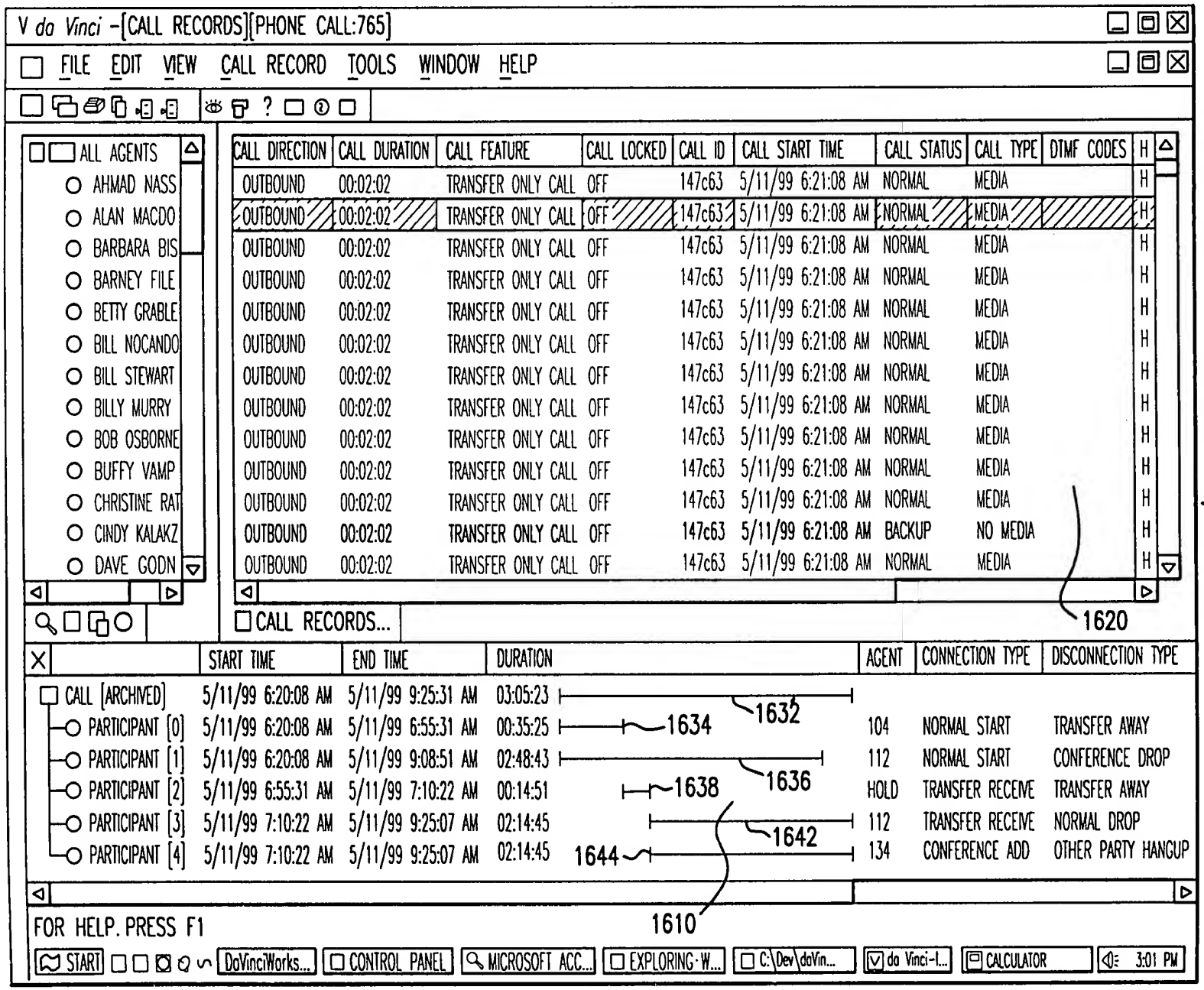
V da Vinci -[CALL RECORDS][PHONE CALL:765]
FILE EDIT VIEW CALL RECORD TOOLS WINDOW HELP
ALL AGENTS
AHMAD NASS
ALAN MACDO
BARBARA BIS
BARNEY FILE
BETTY GRABLE
BILL NOCANDO
BILL STEWART
BILLY MURRY
BOB OSBORNE
BUFFY VAMP
CHRISTINE RAT
CINDY KALAKZ
DAVE GODN
CALL DIRECTION | CALL DURATION | CALL FEATURE | CALL LOCKED | CALL ID | CALL START TIME | CALL STATUS | CALL TYPE | DTMF CODES | H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM BACKUP NO MEDIA H
OUTBOUND 00:02:02 TRANSFER ONLY CALL OFF 147c63 5/11/99 6:21:08 AM NORMAL MEDIA H
CALL RECORDS...
1620
START TIME | END TIME | DURATION | AGENT | CONNECTION TYPE | DISCONNECTION TYPE
CALL [ARCHIVED] 5/11/99 6:20:08 AM 5/11/99 9:25:31 AM 03:05:23
PARTICIPANT [0] 5/11/99 6:20:08 AM 5/11/99 6:55:31 AM 00:35:25 104 NORMAL START TRANSFER AWAY
PARTICIPANT [1] 5/11/99 6:20:08 AM 5/11/99 9:08:51 AM 02:48:43 112 NORMAL START CONFERENCE DROP
PARTICIPANT [2] 5/11/99 6:55:31 AM 5/11/99 7:10:22 AM 00:14:51 HOLD TRANSFER RECEIVE TRANSFER AWAY
PARTICIPANT [3] 5/11/99 7:10:22 AM 5/11/99 9:25:07 AM 02:14:45 112 TRANSFER RECEIVE NORMAL DROP
PARTICIPANT [4] 5/11/99 7:10:22 AM 5/11/99 9:25:07 AM 02:14:45 134 CONFERENCE ADD OTHER PARTY HANGUP
1632
1634
1636
1638
1642
1644
1610
FOR HELP. PRESS F1
START
DaVinciWorks...
CONTROL PANEL
MICROSOFT ACC...
EXPLORING-W...
C:\Dev\daVin...
da Vinci-I...
CALCULATOR
3:01 PM

FIG.16

APPROVED O.G. FIG.
CLASS/SUBCLASS

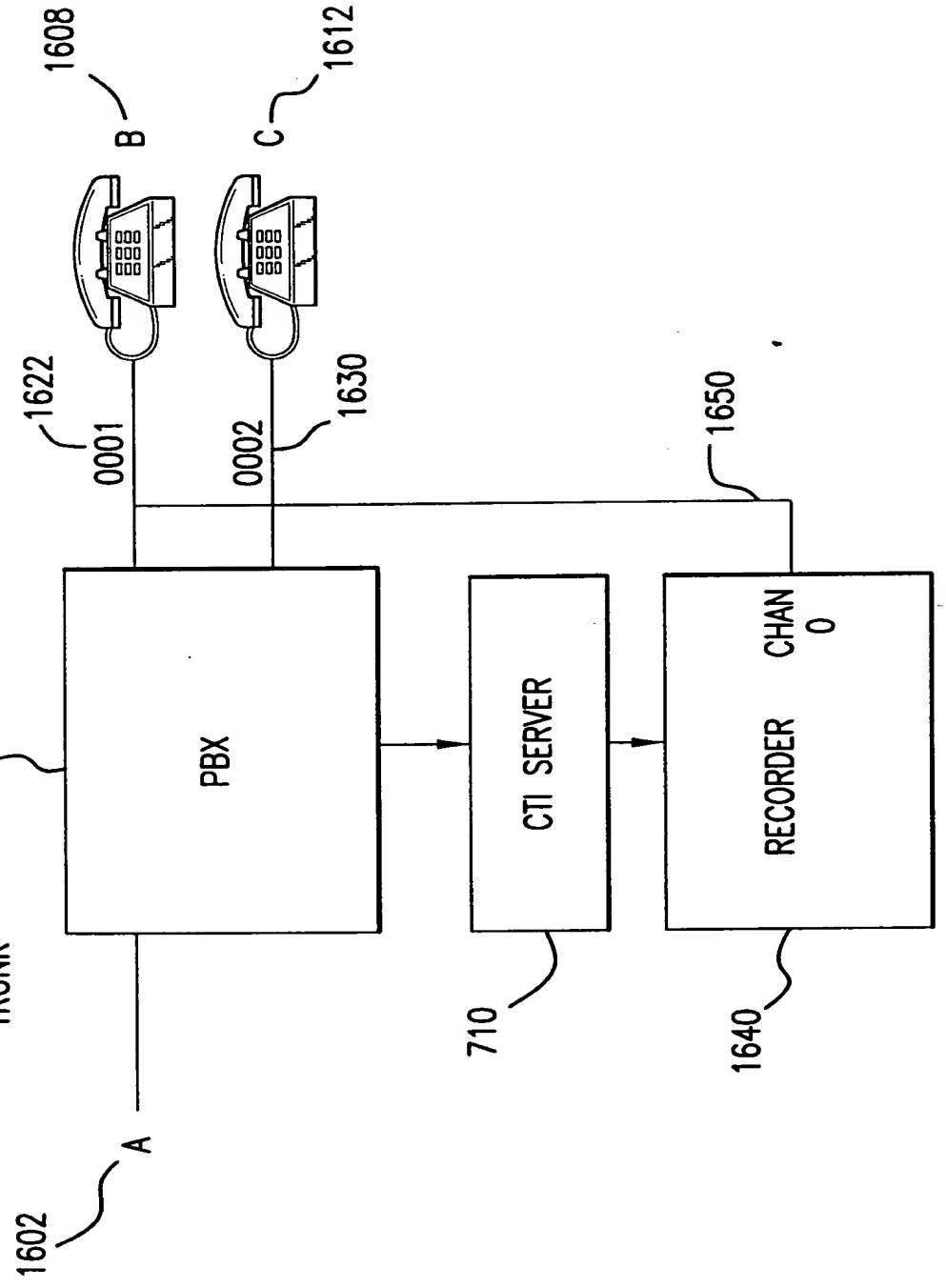

FIG.16A

APPROVED O.G. FIG. 12
BY
CLASS SUBC.
379 80.22

AgentId	EXTENSION	LOCATION	START TIME	END TIME	CONNECT REASON	DISCONNECT REASON
A		EXTERNAL	t_1	t_7	NORM START	NORM DROP
B	0001	INTERNAL	t_1	t_4	NORM START	Xfr AWAY
HOLD		INTERNAL	t_4	t_6	Xfr Rec	Xfr AWAY
C	0002	INTERNAL	t_6	t_7	Xfr Rec	OTHER PARTY HANGUP

FIG.16B

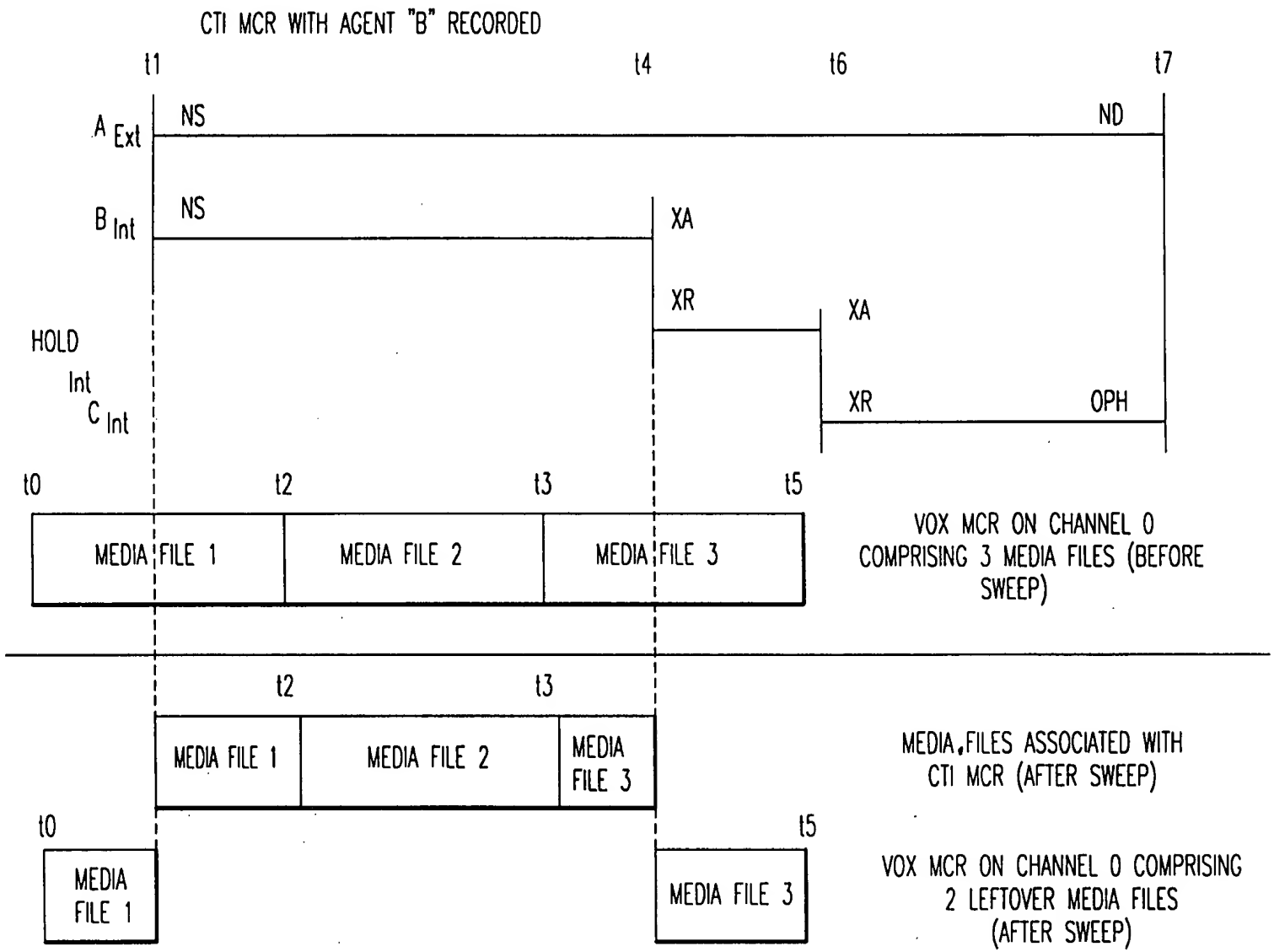
CTI MCR WITH AGENT "B" RECORDED
t1
t4
t6
t7
A Ext
NS
ND
B Int
NS
XA
XR
XA
HOLD
Int
C Int
XR
OPH
t0
t2
t3
t5
MEDIA FILE 1
MEDIA FILE 2
MEDIA FILE 3
VOX MCR ON CHANNEL 0 COMPRISING 3 MEDIA FILES (BEFORE SWEEP)
t2
t3
MEDIA FILE 1
MEDIA FILE 2
MEDIA FILE 3
MEDIA FILES ASSOCIATED WITH CTI MCR (AFTER SWEEP)
t0
t5
MEDIA FILE 1
MEDIA FILE 3
VOX MCR ON CHANNEL 0 COMPRISING 2 LEFTOVER MEDIA FILES (AFTER SWEEP)

FIG.17

APPROVED O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

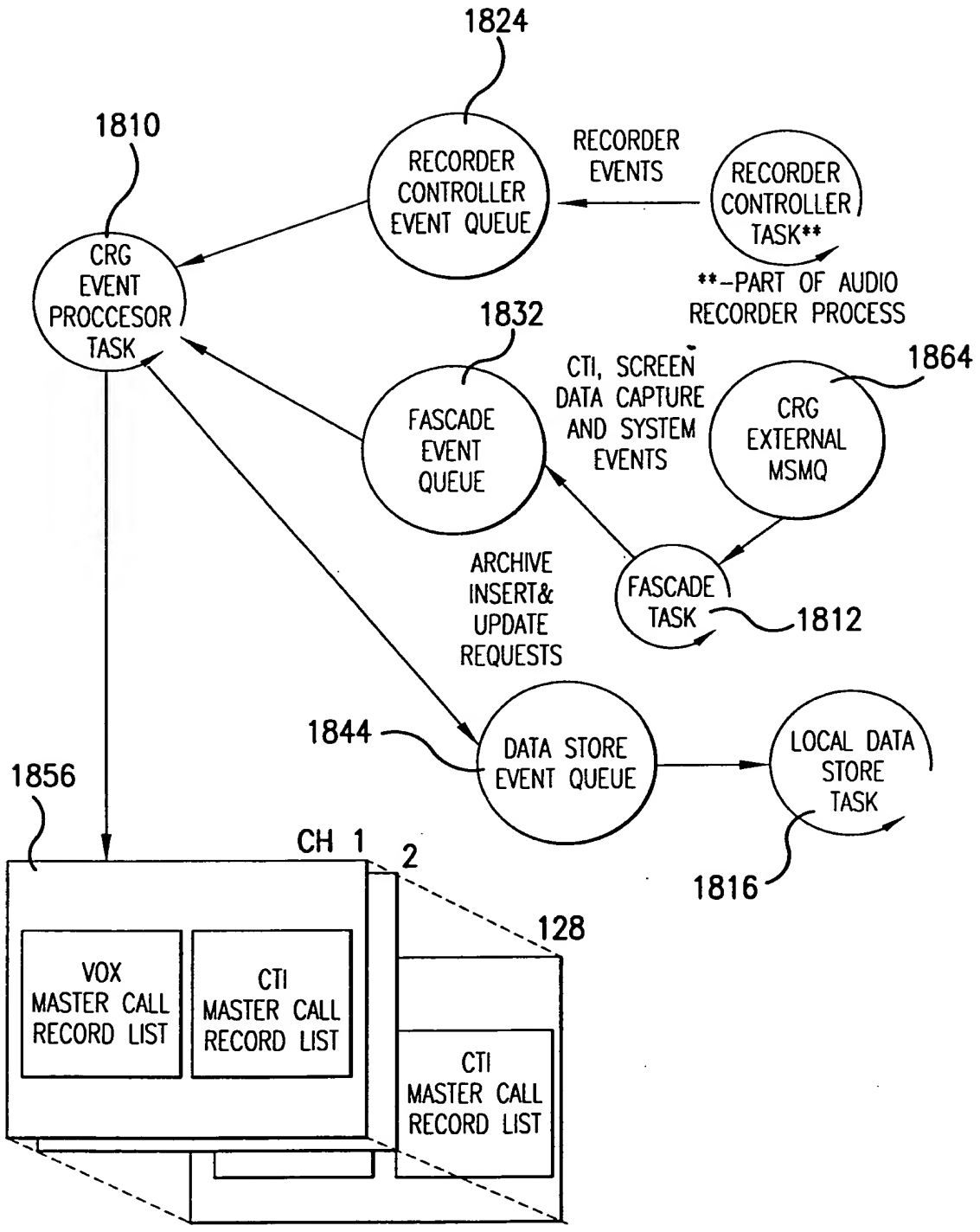

FIG. 18

APPROVED O.G. FIG.
CLASS SUBCLASS

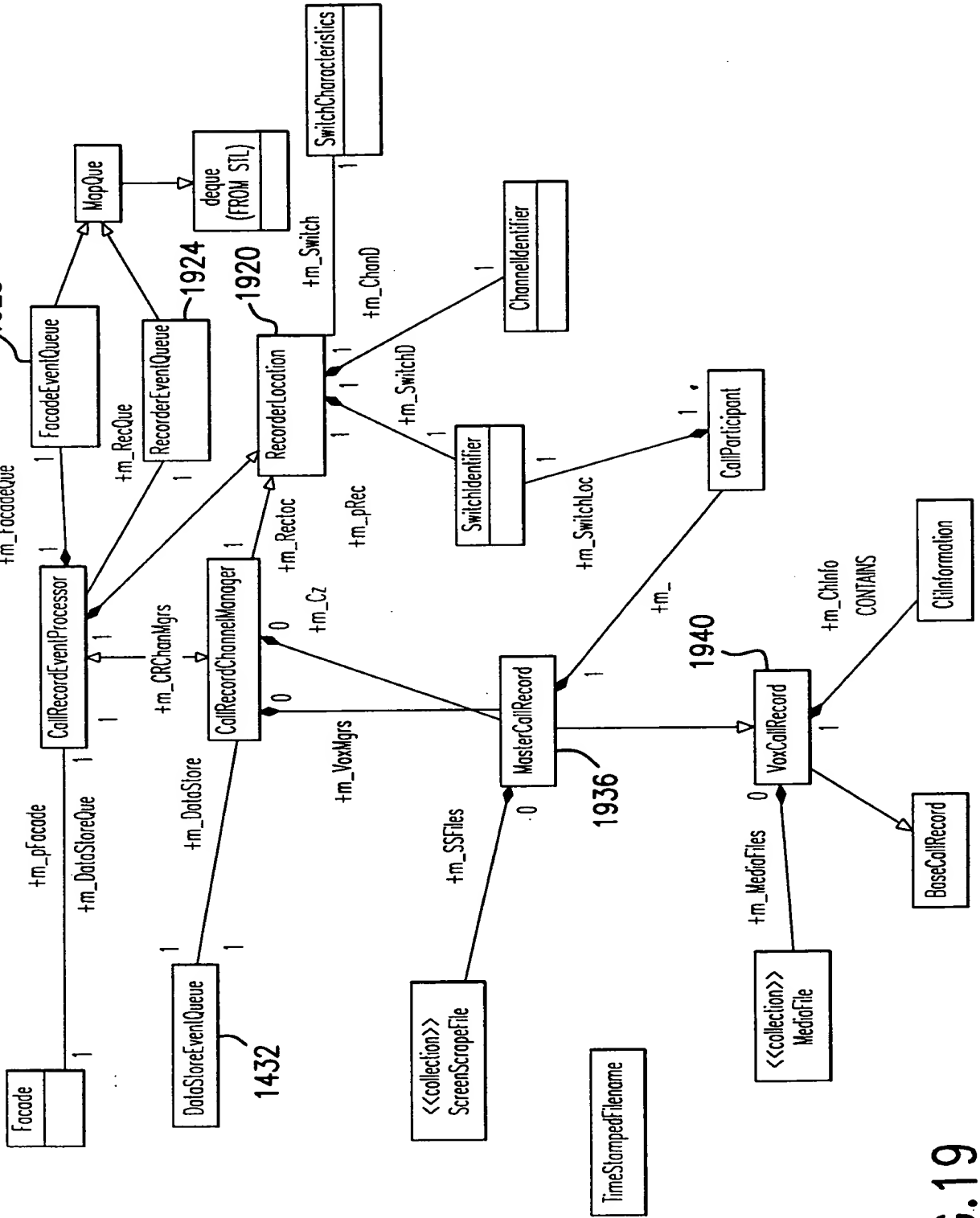

FIG.19

APPROVED O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

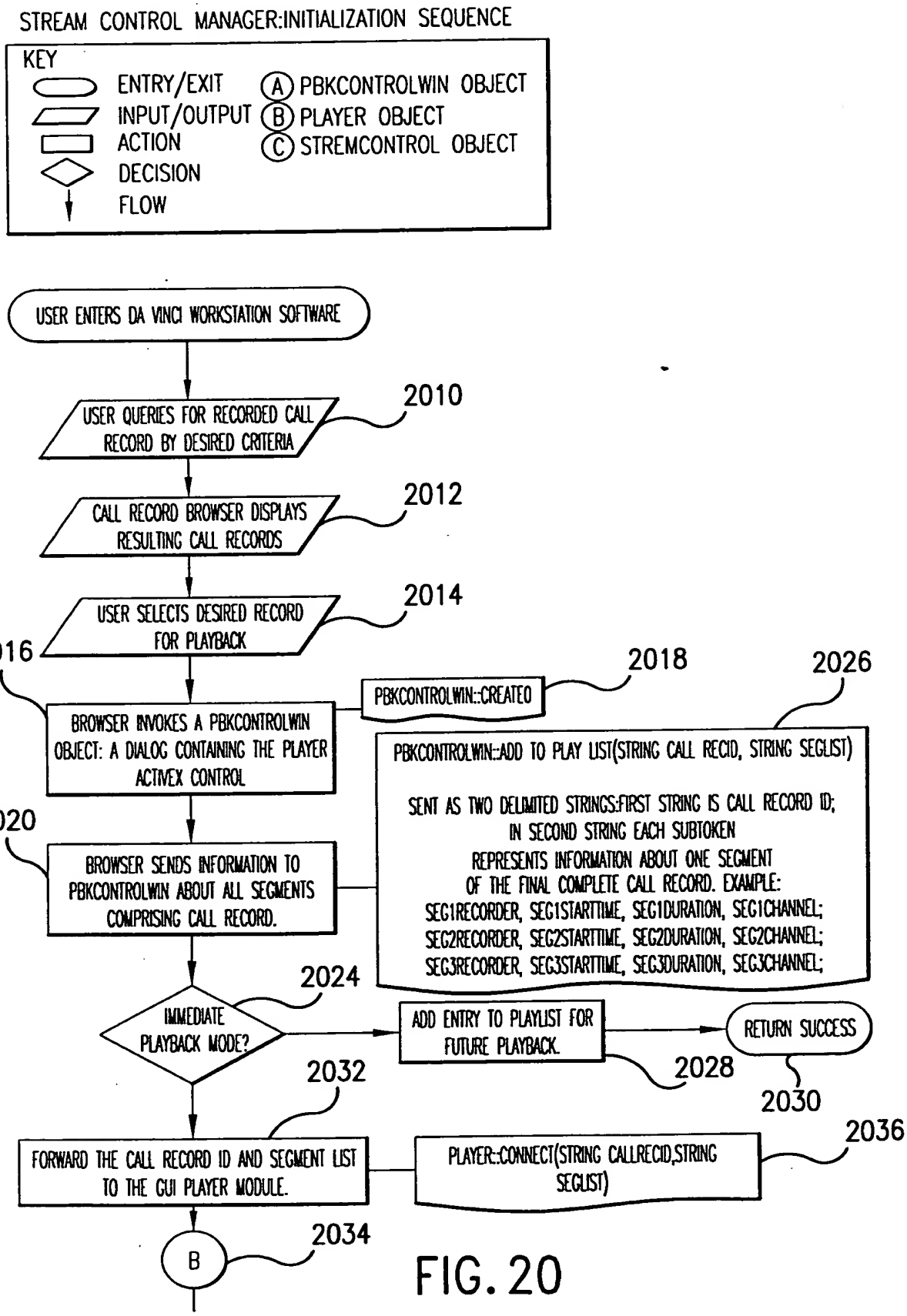

FIG. 20

APPROVED O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

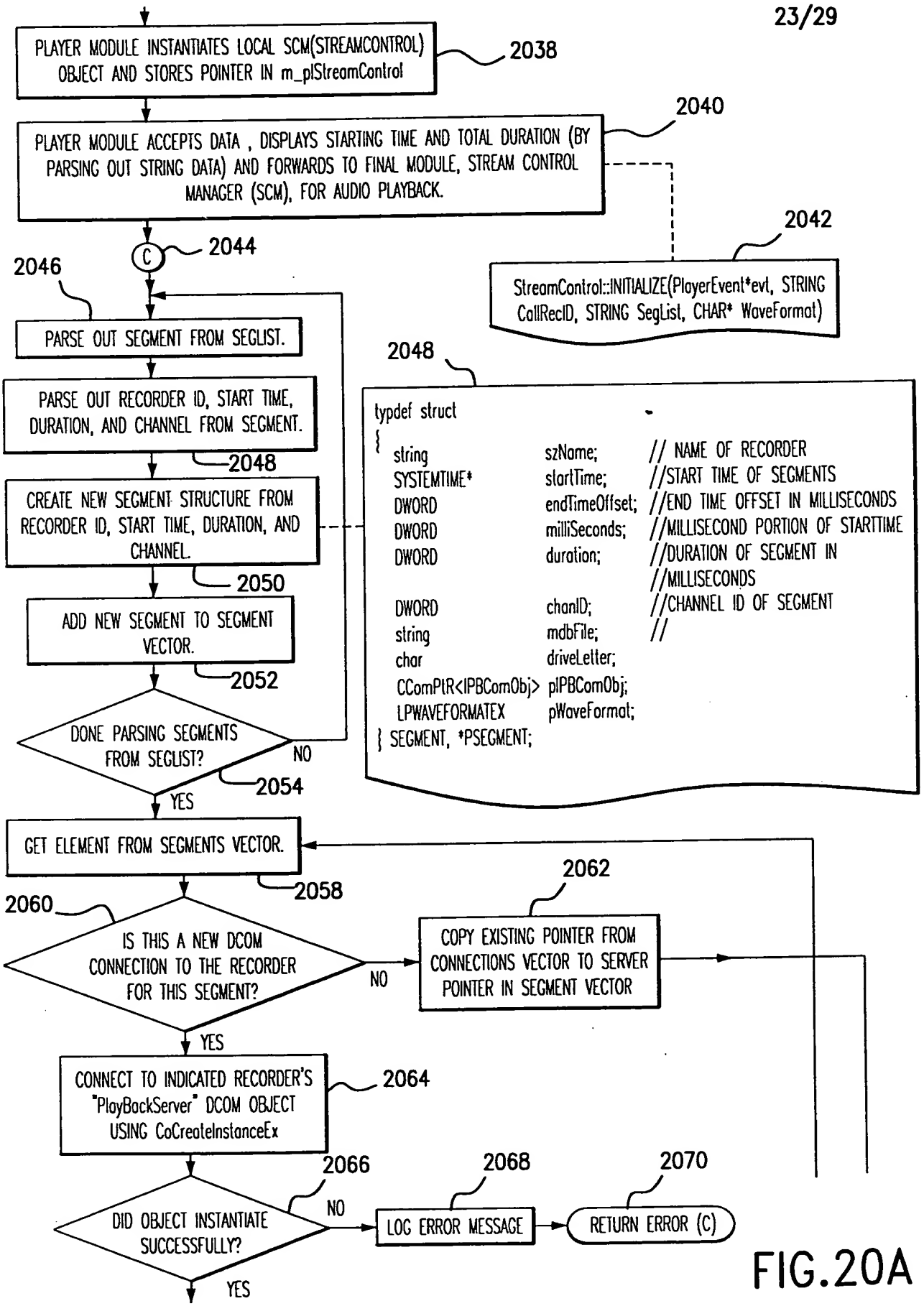

FIG.20A

APPROVED O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

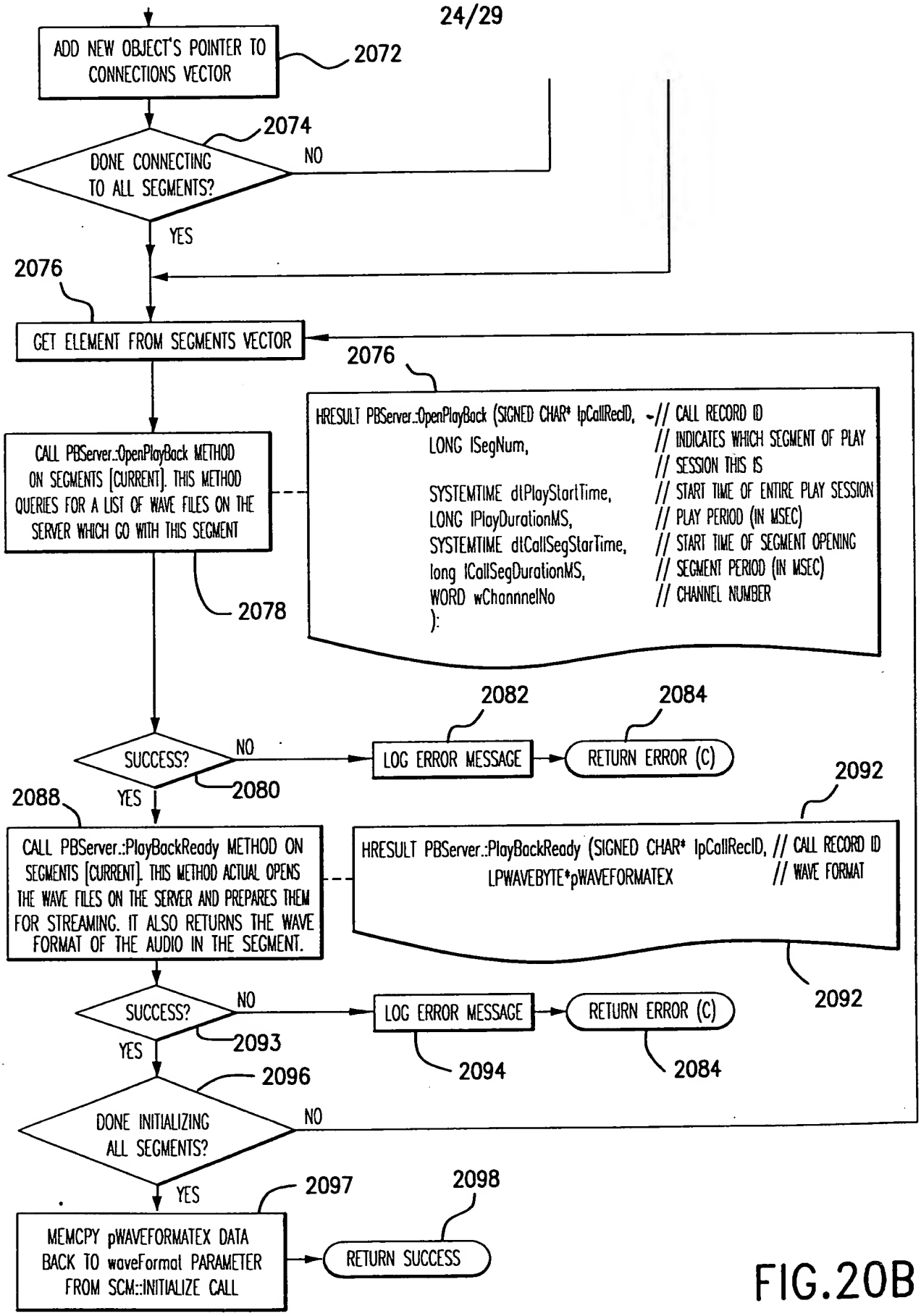

FIG.20B

APPROVED O.G. FIG.
CLASS SUBCLASS
DRAFTSMAN

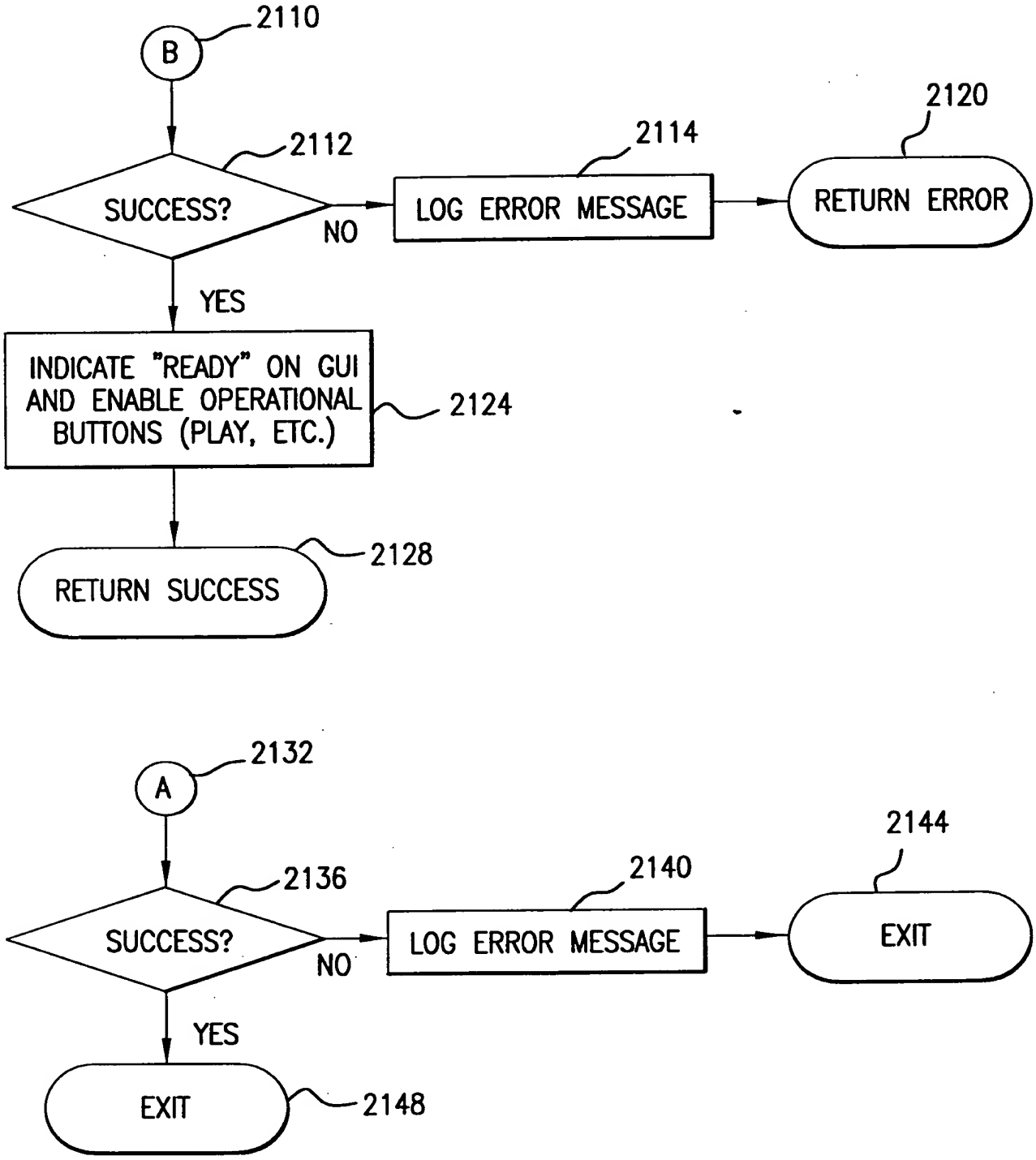

FIG.21

APPROVED O.G. FIG.
CLASS SUBCLASS

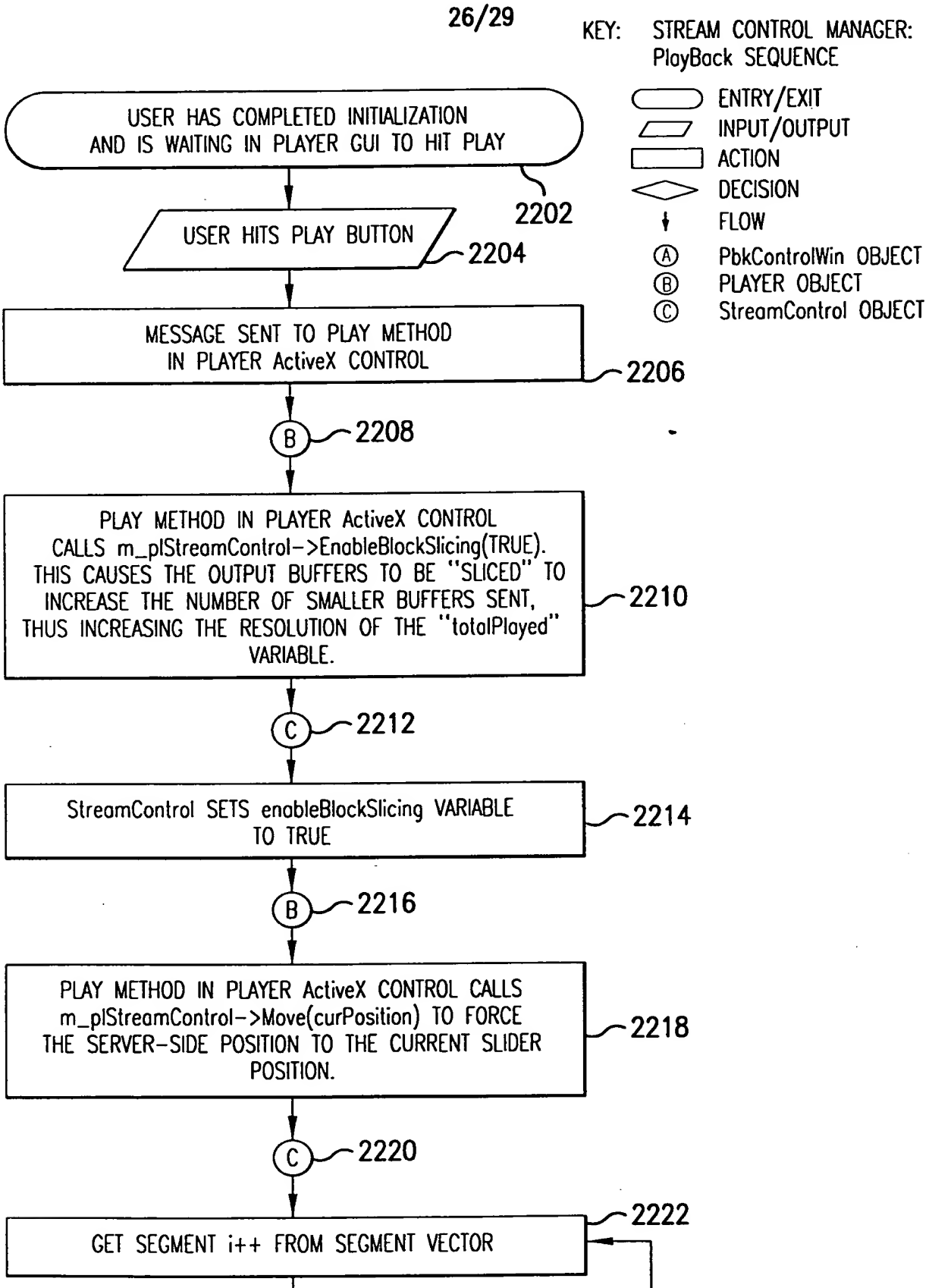

FIG.22

C.G. FIG.
CLASS SUBCLASS

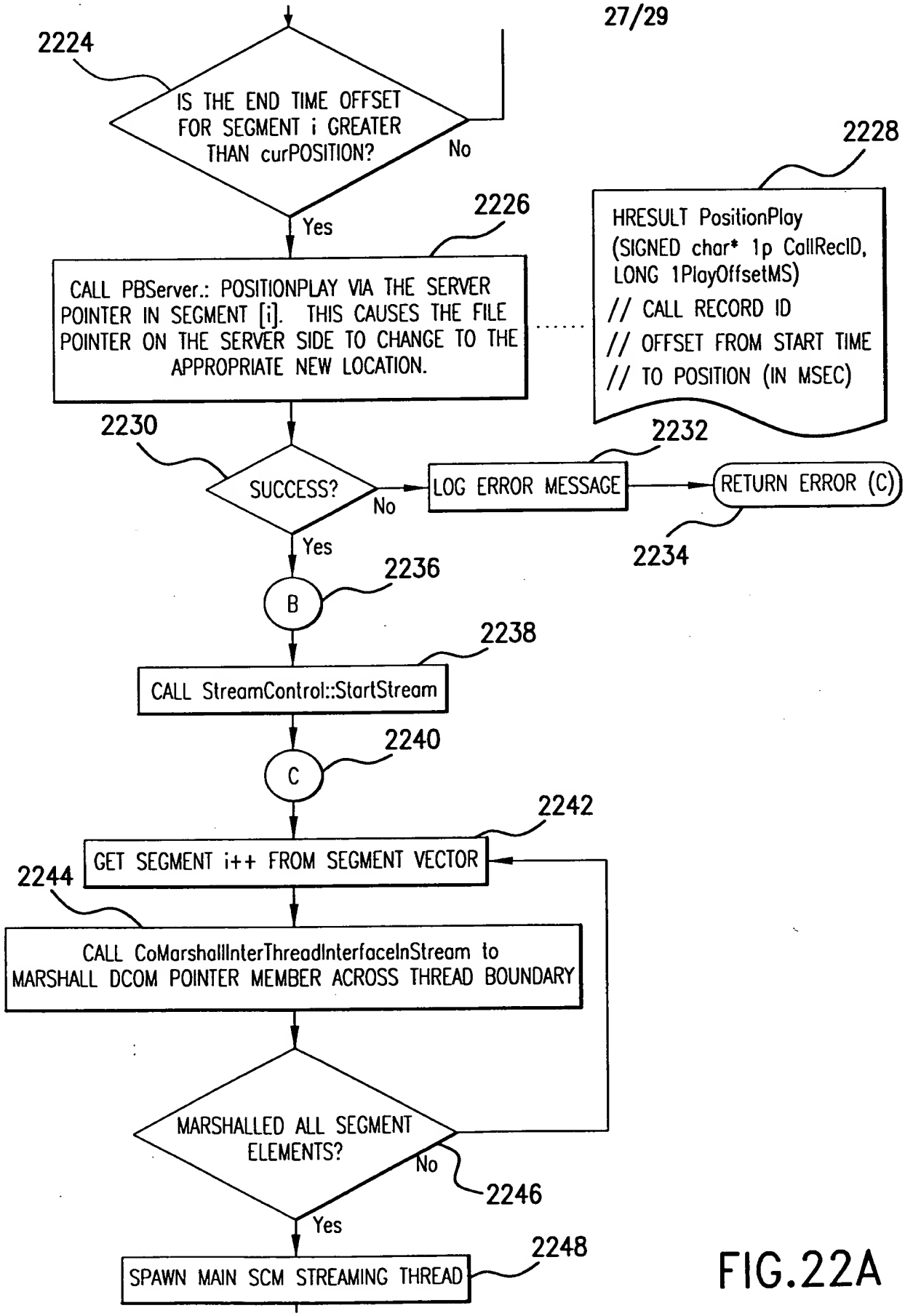

FIG.22A

APPROVED O.G. FIG.
CLASS SUBCLASS

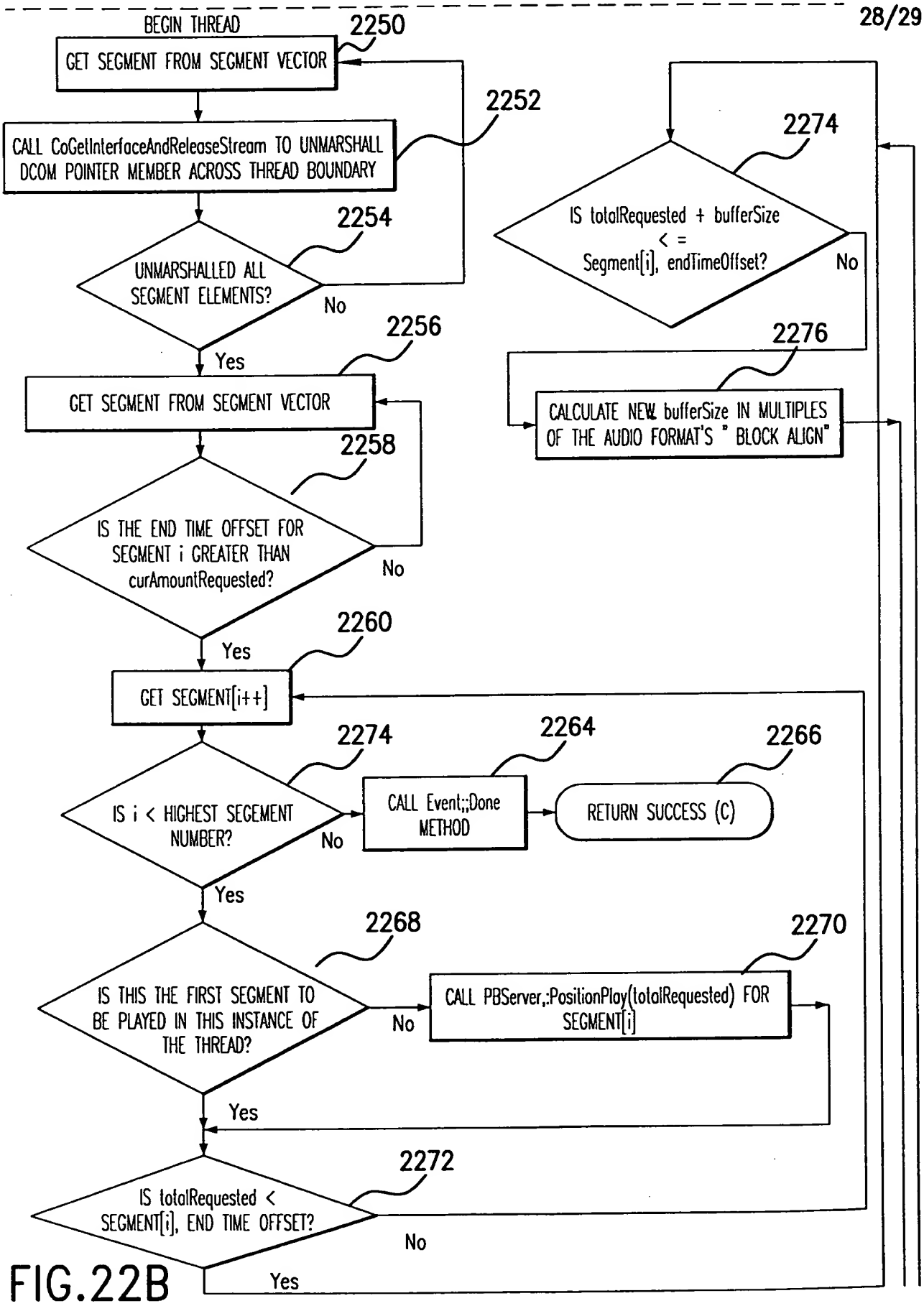

FIG.22B

O.G. FIG.
CLASS SUBCLASS

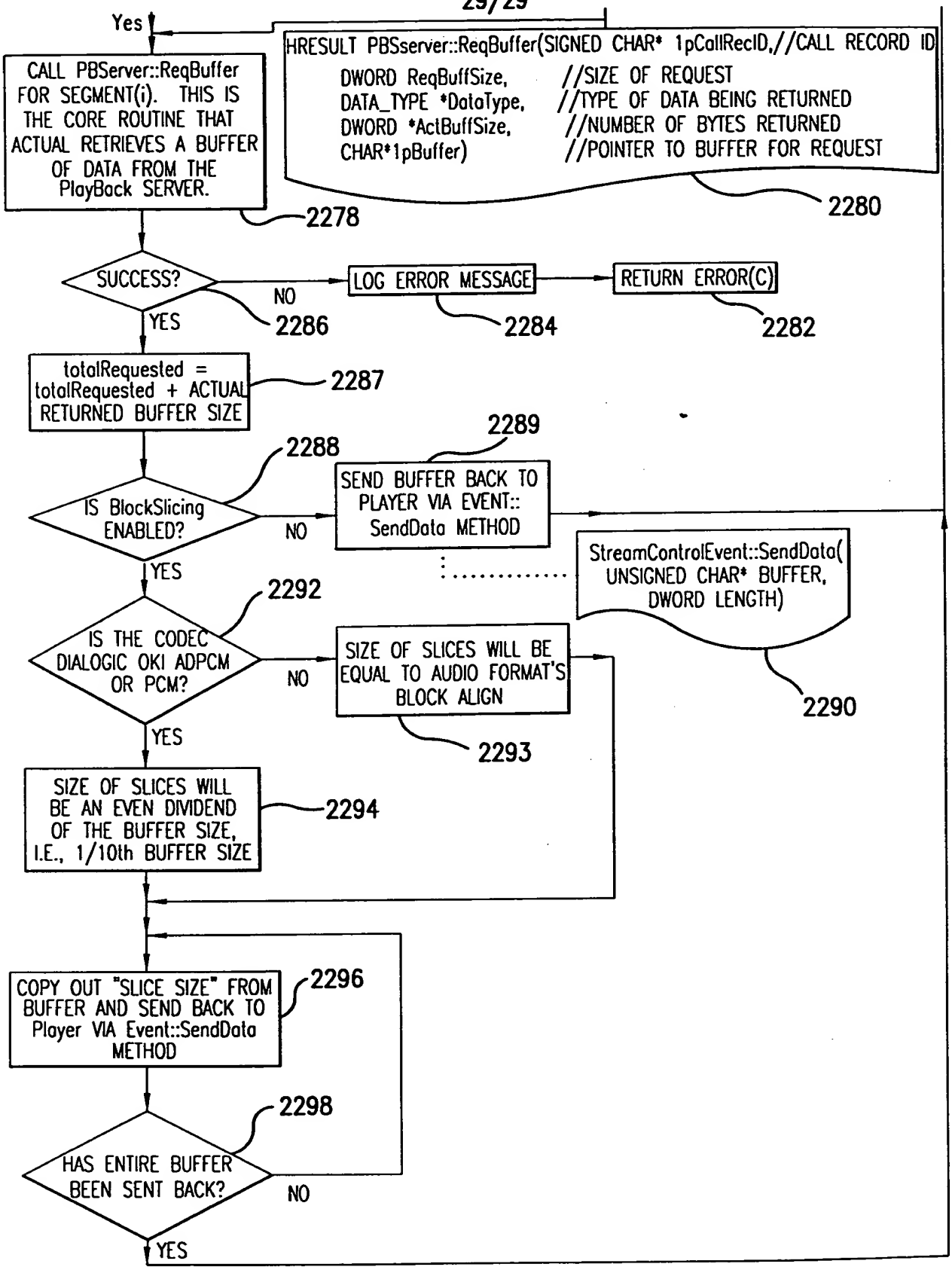

FIG.22C